

Hill, Pat

From: Fontenot, Emma L
Sent: Tuesday, August 12, 2003 8:41 AM
To: Williams, Pamela; Hill, Pat
Subject: FW: Cheryl Gordon/Charlene Rhodes

FYI

-----Original Message-----

From: Morrow, Diane [mailto:Diane.Morrow@tenethealth.com]
Sent: Friday, August 08, 2003 2:53 PM
To: O'Shee, Richard
Cc: Gordon, Cheryl; Rhodes, Charlene
Subject: Cheryl Gordon/Charlene Rhodes

Mr. O'Shee,

I have had the pleasure to deal with two of your employees, Cheryl Gordon and Charlene Rhodes, during an extremely difficult time.

I have filed many complaints against American Psych Systems, behavioral health provider for Coventry Health Care of Louisiana, Inc. regarding my son.

Ms. Gordon and Rhodes have always dealt with me professionally, returned phone calls, and assured me that everything would be done to make sure that AP\$ complied with the law. I knew that the complaint would be handled in a fair and unbiased manner no matter what the outcome.

Their kindness during our phone conversations with a mother who was at the end of her rope over dealing with an insurance company that denied everything or over rode every decision by the treating psychiatrist was invaluable.

Diane Morrow